

Customer Service

8th Services Squadron: it's more than just a name



Photo by Staff Sgt. Heather Shelton, 8 FW/PA

Master Sgt. Toni Wilson and Staff Sgt. Amy Webster, 8th Services Squadron, serve up a barbecue during a basewide Sports Day party at the swimming pool May 25.



Photo by Senior Airman Brian Merrifield, 8 FW/PA

Army Staff Sgt. Ronald Bailey, Army Echo Battery 143, serves lunch to an Airman 1st Class Dawn Whitcomb, 8th Security Forces Squadron Wednesday at the O'Malley Dining Facility.



File photo

Wolf Pack members relax in the sun and play water games at the base's swimming pool.

By Staff Sgt. Heather Shelton
8th Fighter Wing Public Affairs

The 8th Services Squadron is putting customers first and adjusting its facilities' hours to accommodate the change in the Wolf Pack's duty schedules.

Since the 8th Fighter Wing's flying mission converted to nighttime operations, many flightline operations have changed to nighttime duty hours, and many support agencies switched to 9 a.m. to 6 p.m. However, because not all agencies here have converted to the later duty hours, special customer feedback forms geared toward night operations were passed out to services patrons June 1.

"Thirty out of the 40 forms we got back indicated that people liked the old hours of operations at the dining facilities," said Maj. Kerri Cole, 8th SVS commander. "The breakfast schedule was affecting a lot of our non-flightline people."

Because of the feedback, changes are in the future.

"Effective June 18, we are going back to serving breakfast and lunch at the C-Pad and extending breakfast hours at the O'Malley," said Cole. Breakfast had been previously discontinued.

"Our customers drive the train," said Cole. "We're here to support as many of them as we can."

Cole said it's important for Wolf Pack members—the customers—to voice their opinions about facility hours.

"I encourage everyone to fill out feedback cards if they have any problems with the new hours," Cole said. "However, while all feedback is considered, it's important to know that we try to work with the majority of the customers' needs."

Services also evaluated how many customers use the sports and fitness center and during what hours.

During a trial basis from April 26 through May 18, the fitness center operated with extended hours. "We expected with a shift in duty hours that we would need to shift our opening and closing

hours as well," said Tech. Sgt. Torrence Mills, 8th SVS sports and fitness director. However, by tracking when customers worked out, Mills said his staff found most customers worked out during the center's previous hours, yet enough people worked out to warrant keeping the center open for an additional 30 minutes.

Food and fitness are not the only services provided by the 8th SVS. A variety of special events is offered monthly at services facilities, including the Loring Club and the base swimming pool.

"We've seen a real increase in special functions, such as theme parties, offered to Wolf Pack members," said Cole. "We always have very good turn outs. On average, we see about 400 to 600 people participate in these events."

Upcoming events include a free luau pool party scheduled for Saturday at 6 p.m. at the base pool and an icebreaker for the upcoming Maj. Gen. Eugene L. Eubank Award inspection team Monday at 7 p.m. at the Loring Club. The Eubank award is presented to the best services squadron in the Air Force. The icebreaker is open to all base personnel.

Cole said the squadron's goal is to show the Eubank team why it was number one in 1999, that it's the best services squadron in the Air Force today.

For more information on upcoming tours or events, call 782-4679, or check out the Wolf's Pause, a monthly publication put out by the 8th SVS, which is available at any services facility.

New 8th SVS Hours Effective June 18

- O'Malley Dining Facility
 - Breakfast: 5:30 - 9 a.m.
 - Lunch: 11 a.m. - 1:30 p.m.
 - Dinner: 4 - 7 p.m.
 - Midnight meal: 10:30 p.m. - 12:30 a.m.

- Sports, Fitness Center
 - Monday to Thursday: 4:30 a.m. - midnight
 - Friday: 4:30 a.m. - 11 p.m.
 - Saturday, Sunday and Holidays: 8 a.m. - 9 p.m.

- Charlie's Pad (C-Pad)
 - Breakfast: 6 - 8 a.m.
 - Lunch: 10:30 a.m. - 1:30 p.m.



Photo by Tech. Sgt. Paul Watson, 8th CS/VI

Staff Sgt. Alejandra Bustamante, 8th Fighter Wing Legal Office, leads her aerobics class through various exercises.